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PATENT

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Date

July 12, 2006

Ayesha J. Shaikh

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appl. No. : 09/824,852

Confirmation No. : 9969

Applicants : Simon Jacobs, Derek Krezeski, Guy Druce, Murray Petryshen, Randy Roesler and Warren Cree

Filed : April 2, 2001

Attorney Docket No.: 500744.03

Art Unit : Beth Van Doren

Customer No. : 27,076

Examiner : 3623

Title : ENTERPRISE SCHEDULING SYSTEM FOR SCHEDULING MOBILE SERVICE REPRESENTATIVES

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In accordance with 37 C.F.R. §§ 1.56 and 1.97 through 1.98, applicants wish to make known to the Patent and Trademark Office the references set forth on the attached form PTO-1449 (copies of the cited references, as required under 37 C.F.R. § 1.98, are enclosed). Although the aforesaid references are made known to the Patent and Trademark Office in compliance with applicants' duty to disclose all information they are aware of which is believed relevant to the examination of the above-identified application, applicants believe that their invention is patentable.

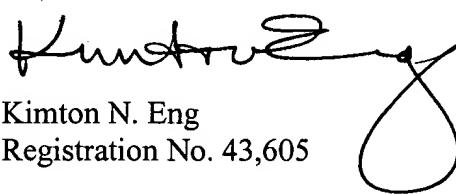
I hereby certify that no item set forth on the attached form PTO-1449 was first cited in a communication from a foreign patent office in a counterpart foreign application, and, to our knowledge, after making reasonable inquiry, no item of information set forth on the

attached form PTO-1449 was known to any individual designated in 37 C.F.R. § 1.56(c) more than three months prior to the filing of this Supplemental Information Disclosure Statement.

Please acknowledge receipt of this Supplemental Information Disclosure Statement and kindly make the cited references of record in the above-identified application.

Respectfully submitted,

DORSEY & WHITNEY LLP



Kimton N. Eng
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KNE:ajs

Enclosures:

- Postcard
- Form PTO-1449
- Cited References (22)

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FORM PTO-1449
(REV.7-80)U.S. DEPARTMENT OF COMMERCE
PATENT AND TRADEMARK OFFICEATTY. DOCKET NO.
500744.03APPLICATION NO.
09/824,852

INFORMATION DISCLOSURE STATEMENT

(If applicable, attach sheets if necessary)

APPLICANT(S)
Simon Jacobs et al.FILING DATE
April 2, 2001GROUP ART UNIT
3623

U.S. PATENT DOCUMENTS

*EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	5,093,794	03/03/92	Howie et al.	364	468	
	AB	5,655,118	08/05/97	Heindel et al.	395	614	
	AC	5,893,906	04/13/99	Daffin et al.	705	28	
	AD	6,016,477	01/18/00	Ehnebuske et al.	705	7	
	AE	6,092,048	07/18/00	Nakaoka	705	9	
	AF	6,473,748 B1	10/29/02	Archer	706	45	
	AG	6,532,465 B2	03/11/03	Hartley et al.	707	10	
	AH	6,745,381 B1	06/01/04	Ehnebuske et al.	717	100	
	AI						
	AJ						
	AK						
	AL						
	AM						
	AN						
	AO						
	AP						

FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
							YES	NO
	AQ	WO 00/28451 A3	05/18/00	PCT			X	
	AR							
	AS							
	AT							
	AU							

EXAMINER

DATE CONSIDERED

* EXAMINER: Initial if reference considered, whether or not criteria is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant(s).

FORM PTO-1449 (REV.7-80)	U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE	ATTY. DOCKET NO. 500744.03	APPLICATION NO. 09/824,852
INFORMATION DISCLOSURE STATEMENT <i>(Use several sheets if necessary)</i>		APPLICANT(S) Simon Jacobs et al.	
		FILING DATE April 2, 2001	GROUP ART UNIT 3623

OTHER PRIOR ART *(Including Author, Title, Date, Pertinent Pages, Etc.)*

AV	Aytug, H. et al., "A Review of Machine Learning in Scheduling", IEEE Transactions on Engineering Management, Vol. 41, No. 2, May 1994. pp. 165-171.
AW	"Connectria Unveils ServeClick to Enable the Next Wave of E-Commerce –'E-Scheduling' of Services, Appointments & Reservations", Business Wire, New York, January 4, 2000. Two pages
AX	De Serres, Y., "Simultaneous optimization of flow control and scheduling in queues", McGill University, Publication No. AAT NN72160, 1991. Abstract only, one page.
AY	Marinho J. et al., "Decision Support System for Dynamic Production Scheduling", IEEE International Symposium on Assembly and Task Planning, July 1999. pp. 424-429.
AZ	Martin, J., "Principles of Object-Oriented Analysis and Design", PTR Prentice Hall, New Jersey, 1993. pp. vii-xiii and 133-154.
BA	McFeely, D.J. et al., "Scheduling to Achieve Multiple Criteria in an Air Force Depot CNC Machine Shop", Production and Inventory Management Journal, Vol. 38, No. 1, First Quarter 1997. 72-79.
BB	"MenuHunter.com to Provide the Ultimate in Online Restaurant Reservations Using ServeClick from Connectria; Service to Handle Complex, Real-World Needs of Restaurants & Patrons", Business Wire, New York, February 1, 2000. Three pages.
BC	Panwalker, S.S. et al., "A Survey of Scheduling Rules", Operations Research, Vol. 25, No. 1, January-February 1977. pp. 45-61.
BD	Pierreval, H. et al., "Dynamic Selection of Dispatching Rules for Manufacturing System Scheduling", International Journal Production Research, Vol. 35, No. 6, 1997. pp. 1575-1591.
BE	"RestaurantRow.com Selects ServeClick from Connectria to Power its Advanced Online Restaurant E-Scheduling", PR Newswire, New York, February 1, 2000. Three pages.
BF	"SERVECLICK", U.S. Trademark Application 75914207, Applicant: Catalyst Solutions Group, Inc., filed February 9, 2000, abandoned February 17, 2001. One page.
BG	"ServeClick.com" Web pages retrieved from archive.org on April 2006, ServeClick, 1999-2000. pp. 1-13.
BH	Tkach, D. et al., "Visual Modeling Technique Object Technology Using Visual Programming", Addison-Wesley, 1996. pp. 324-336.

EXAMINER	DATE CONSIDERED
* EXAMINER:	Initial if reference considered, whether or not criteria is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant(s).